

Group 1

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Problem Topics

1. Better Lighting for Staff and Patients in Treatment Rooms
2. Waste Management
3. Positive Distraction for Patients

1. Better Lighting for Staff and Patients in Treatment Rooms

Observations

- Remote controls on patient bedside connected to TV but not to lighting system.
- Lamp functions
 - One level of brightness
 - Static area of focus
 - Problems with Stability: Drifts



Additional Observations

- Lack of Natural Light
- Inconsistency in color and intensity
- Same intensity all day long

2. Waste Management

Observations

- ED staff sort waste into three categories: Biohazard Waste, Contaminated Specimen and non-hazardous trash. All three are stored in the same room.
- Color-coding system
 - Red: Bio Hazard
 - Blue: Regular Trash
 - Green: Linens

2. Waste Management Contd...

- Nurses and techs manually sort waste into color-coded bags accordingly
- Needles are collected in a box.
- The only thing that is recyclable is the linen depending on level of contamination.

Questions: What materials can be recycled and how can we do this safely?

3. Positive Distraction for Patients

Observations

- No system in place to let patient or family know their status or place in the queue.
- No reading materials available on tables or racks.
- One TV in far corner of room. Only those sitting close by were watching.
- One non-functioning coffee maker in the corner.

3. Positive Distraction for Patients

Contd...

- Aquarium appears to be used as a divider between waiting area and payment processing area.
- No one seemed interested in the aquarium.
- No color or decoration on walls.
- Very bored and restless group of people.
- No seating area directly outside of ED doors, several people walking out for fresh air or phone call have to stand by entrance.

Thank You